



AgLearn Frequently Asked Questions (FAQ)

You may browse at your discretion, or click the topic in which you're most interested to go directly to that category of question.

[General AgLearn Questions](#)

[Login Questions](#)

[Items](#)

[Managing Your Training](#)

[Registering for an Item](#)

[SF-182 Questions](#)

[Individual Development Plan \(IDP\) Questions](#)

General

When is AgLearn available for me to use?

AgLearn is accessible 24 hours a day, 7 days a week.

Can I access AgLearn from home or away from my USDA office?

Yes, all you need is an Internet connection and Internet browser, such as Internet Explorer or Netscape. Open the Internet browser and go to www.aglearn.usda.gov. A broadband connection is recommended, but not required. AgLearn will work over a dial-up connection, but most online content works much better over a broadband connection.

How do I know if I can use AgLearn?

AgLearn is available to all USDA employees. If you cannot login, please contact your agency's AgLearn lead, found by clicking [Contact Us](#) on the AgLearn Welcome page.

Can I use AgLearn if I am not a USDA employee?

AgLearn is available for USDA contractors, partners, customers, and the public. Access requires a USDA sponsoring agency to purchase a license for each identified external user.

I'm pretty new to AgLearn. Where can I learn more about it?

From the AgLearn Welcome page, click the link for **The Enhanced AgLearn Tour**. You'll find instruction there on topics such as how to navigate AgLearn menus, search the catalog, manage your learning plan, and register for learning events.

I'm a supervisor and the My Employees tab looks totally different. Is there a job aid available?

From the AgLearn Welcome page, click the link for **The AgLearn Supervisor Online Interactive Course**. You'll find instruction there on the following tasks:

- Viewing Your Subordinate's Status
- Managing Your Subordinate's Learning Plan
- Managing Registrations for Scheduled Offerings
- Viewing Your Subordinates' Information
- Managing Subordinate Approvals

Are AgLearn and the items offered through AgLearn Section 508 compliant?

AgLearn meets Section 508 requirements. In addition, all courseware available on AgLearn is contractually required to meet Section 508 requirements.

Is my computer properly set up to use AgLearn?

To verify your computer's ability to properly operate everything in AgLearn, click the [New to AgLearn? Click here to check your computer's settings](http://www.aglearn.usda.gov) link on the Welcome page (<http://www.aglearn.usda.gov>).

What are the browser requirements for AgLearn users?

The recommended browser for AgLearn is Microsoft Internet Explorer 6.0 or greater. Netscape and Mozilla's Firefox will generally work, but difficulties may be experienced in certain screens, or when viewing online content. If this occurs, try again using Internet Explorer before contacting the Help Desk.

My email address has changed, how can I update my email in AgLearn?

E-mail address can be changed as follows:

1. Login to AgLearn as a Learner.
2. Click the **Profile** link below the main menu.
3. Find the **E-mail Address** block on the Profile page. Replace your old e-mail address with the new one.

4. Click the **Apply Changes** button. The change will not take effect unless this is done before leaving the Profile screen.

What is an eAuthentication account?

eAuthentication is USDA's single sign-on application, providing access to multiple applications through the same login and password. An eAuthentication account is required for AgLearn access, and may be used for several other USDA applications, depending on the system needs of the individual employee.

If you need an eAuthentication account, go to the AgLearn Welcome page (<http://www.aglearn.usda.gov/>) and click the [External Registration](#) link in the **Resource Center** section. Instructions for creating a new eAuthentication account can be found [here](#).

What is the difference between a Level 1 and a Level 2 eAuthentication account?

An account with Level 1 Access provides limited access to USDA web site portals and applications that have minimal security requirements. **Note:** Level 1 Access is limited and does not allow you to conduct official electronic business transactions with the USDA via the internet.

An account with Level 2 Access provides access to all the portals and applications that are covered by an account with Level 2 Access, and also provides the ability to conduct official electronic business transactions with the USDA via the Internet.

What is the difference between a USDA Customer and a USDA Employee account?

To the user, there is no apparent difference. Logins and transactions are exactly the same. Most of the differences are behind the scenes, in the determination of which training is available. The key thing to remember is that customer, partner, and contractor accounts require the sponsoring agency to purchase a license.

Some of the buttons on my screen are cut off. How can I fix this?

AgLearn is designed to operate best when using a screen resolution of 1024x768. If your monitor cannot display resolutions this high, parts of some screens may appear truncated. The buttons will still work, assuming you can see enough to tell what it does.

Agencies have different standard computer configurations and policies. Questions regarding screen resolutions and how they can be changed should be addressed to your agency's IT Help Desk.

I'm a new AgLearn administrator. What learning resources are available for new administrators?

There is a new AgLearn Administrator Welcome page available when you click Administrator Login from the www.aglearn.usda.gov welcome page. The Administrator Welcome page includes links to online courses for the AgLearn Basic role as well as the Master Reporter role. More online courses are currently being developed and will appear in this space. If you need help with other tasks, click the link to download the AgLearn Administrator Toolkit. The toolkit includes step by step illustrated procedures for most AgLearn administrator tasks.

[Back to Top of FAQs](#)

Logging into AgLearn

How do I log in to AgLearn as a Learner?

Go to <http://www.aglearn.usda.gov/>.

Locate the **Learner Center** section in the left menu bar and select **Learner Login**. You will be prompted to sign into your eAuthentication account and will be taken directly to your AgLearn Home Page.

Note: Please make sure you do not select the Administrator Login by mistake.

How can I self-register in AgLearn if I am a USDA Contractor and not a USDA employee?

You must first contact your USDA Sponsor to ensure that a license has been purchased for you. Then, to self-register in AgLearn as a contractor, complete the following steps below:

1. Open your internet browser and type www.aglearn.usda.gov in the address block. Hit the Enter Key.
2. On the AgLearn Welcome page, under Resource Center, click **External Registration**.
 - ***If you already have a USDA eAuthentication Level 2 Customer credential***, click the **Register** link under **Step 2 – Complete Registration**.
 - ***If you do not have a USDA eAuthentication Level 2 credential***, choose the option under **Step 1** that describes your relationship with USDA (Federal Employee, Contractor or Partner Customer), then follow the instructions to apply for a new account. After your eAuthentication credential has been obtained, you can continue with **Step 2 – Complete Registration**.
3. Complete the form. Fields designated with an asterisk are required.
4. Click **Submit Registration**. Notification will be sent to the sponsor you identified to activate your account.

Do I need an AgLearn ID and password to access AgLearn?

Your eAuthentication ID and password are all you will ever need to access AgLearn. Your AgLearn ID is good to know, but it is only useful inside of AgLearn.

Can I change my eAuthentication ID or password?

Your password may be changed by clicking the link, [Change My Password](#), in the **I Want To** section at the right of the login screen. You can also reset a forgotten password and retrieve a forgotten ID from the appropriate links here.

I received a validation error on my login regarding my Login ID and/or Password? What should I do?

Make sure you're trying to login as a Student and not an Administrator. If you are still having problems, contact the eAuthentication help desk.

I received an A107 error, what should I do?

Make sure you're trying to login as a Student and not an Administrator. If you are still having problems, contact the AgLearn help desk for assistance. This is a server side error and should be forwarded to the AgLearn Help Desk.

I forgot my Username and Password.

Click the appropriate link in the **I Want To** section of the eAuthentication login screen to [retrieve a forgotten eAuthentication ID](#), or [reset a forgotten password](#).

[Back to Top of FAQs](#)

Reports

Who can run AgLearn reports?

All AgLearn learners have the ability to run reports for their own training data and history. After logging into AgLearn, click **Reports** on the main menu to access the available reports.

Managers can also run reports on their subordinates' learning. See the online **AgLearn Learners' Reference Guide** for more detailed instructions.

How do I run a report in AgLearn?

Learner reports are well-configured to run by clicking the appropriate link in the **Reports** tab.

It's slightly more involved for supervisors to run reports on their subordinates. For instructions, see the **AgLearn Reference Guide for Learners**, by clicking the **Help** button above the main menu on any screen.

As a supervisor, can I get reports about my employees' training?

There are many reports available in AgLearn, returning information on you, your employees (subordinates), or both. For instructions, see the **AgLearn Reference Guide for Learners**, by clicking the **Help** button above the main menu on any screen.

Items

What types of items are available on AgLearn?

A wide variety of items, online, instructor-led, and blended, are available through AgLearn. To see all available items, click the **Catalog** button on the top menu bar, then click on the subject area of your choice in the left frame.

If you do not find the training you are looking for, click **Contact Us** above the main menu to locate your agency Point of Contact, who can explain what items are currently available and what plans your agency has for future training opportunities.

What is the difference between GoLearn and AgLearn?

The Government Online Learning Center (**GoLearn**) is a government-wide resource that supports the development of the Federal workforce through access to a repository of education resources and services. Managed by the Office of Personnel Management (OPM), GoLearn provides online items to *all* government employees.

The Agriculture Learning Service (**AgLearn**) is USDA's department-wide system for managing training activity and the associated records. AgLearn is now the official system of record for all USDA training, allowing USDA employees and partners the ability to search, access, enroll in, and record all training opportunities through the web, any time, any place.

How do I know which items are available for me to take?

You can search the AgLearn catalog to see all items available to you by clicking the **Catalog** button on the top navigation bar. From the **Catalog** page, you can browse the catalog or search for all items offered by your agency. If you're looking for SkillSoft content specifically, open an Advanced Catalog Search window. Enter SKILLSOFT on the **Item ID** line, and set the Search Type to "Contains." Then enter all, or part, of the title on the **Title** line and click **Search**.

If you are still unable to find the SkillSoft content, verify with your agency lead that the licenses have, indeed, been purchased.

Why do I receive an email from AgLearn with a due date after I registered for an online item?

If the item is a required item and has been set with a required completion date, you will receive a notice stating that you need to complete the item until the item has been completed and placed in your learning history.

AgLearn will automatically add to your learning plan any item for which you register, if it is not already there. If there is no initial period assigned to the item, the due date will become the date on which you register. (The "initial period" is the amount of time allotted

for item completion after the item has been assigned, i.e. a grace period.) These warnings may safely be ignored, as they are sent as a courtesy by the system and have no enforcement power.

There is an item on my Learning Plan that should not be there. What should I do?

You can remove any items you added yourself by checking the **Remove** box next to the item, then clicking the **Apply Changes** button.

If the item was assigned by an administrator or a supervisor, an administrator will have to be notified.

Supervisors can remove the training assigned by them; administrators can remove any training not associated with a curriculum. To remove curriculum-related training, the entire curriculum must be removed.

I would like to purchase a item, but do not know what account number to use, what should I do?

Contact your agency's Training Officer for assistance.

[Back to Top of FAQs](#)

Managing Your Training

How do I add a item to my Learning Plan?

To add a item to your Learning Plan, select **Catalog** from the top menu bar. You may either browse for the item, or search for it. Once you have identified the item you wish to take, click **Add to Learning Plan**, and the item will be added.

For more detailed instructions on catalog searches, see the **AgLearn Learners Reference Guide**, available by clicking **Help** above the main menu.

How do I launch an online item in AgLearn?

1. Click **Go to Learning Plan** from your Home Page, or click **Learning** on the top menu bar to take you to your Learning Plan.
2. Your Learning Plan displays all the items currently assigned to you, including those you self-assigned. Click **Launch Content**, to begin the item you have selected.

*(Important Note: Some items require your popup blockers to be turned off. Check with your Agency's IT specialist on how to turn off this feature. For more information please refer to the **AgLearn Learner's Reference Guide**.)*

How do I find items in AgLearn on specific topics?

All items are organized by subject areas, which appear in the left frame of the screen when browsing the catalog. Click the subject area of interest, and all items associated with that subject area will appear in the right frame. If there are more than ten, they will appear ten to a screen.

How can I find the items I am currently taking?

All items you have been assigned (including self-assignments), or have registered for, appear in your Learning Plan, which can be accessed in either of two ways:

- From your home page, click the **Go to Learning Plan** link in the Learning Plan box at the right of the screen. You can also get to your Learning Plan from any screen in AgLearn by clicking **Learning** on the top menu.
- All current registrations can be seen by clicking **Learning** on the top menu, then clicking **Current Registrations** just below it.

Where can I see all items I have completed?

All completed training is in your Learning History. To access your Learning History, click **Learning** on the top menu, then **Learning History**.

To view the details of a specific item, click the title of the item.

You can sort the list by title, or by completion date.

I participated in training that was not offered through AgLearn. Can I add it to my Learning History in AgLearn?

Training taken outside of AgLearn will have to be entered into your Learning History by either your supervisor or an administrator. Contact your agency's Training Officer for specific policies about your training and use of the AgLearn system.

Training approved and verified through the electronic SF-182 procedure will be automatically added to your Learning History when the verification process is complete.

Once I complete a item in AgLearn, can I print a Completion Certificate?

Certificates of Completion are always available through your Learning History.

1. Click **Learning** from the top menu bar.
2. Click **Learning History** to access your completed items.
3. Select the **Print Completion Certificate** button.

I have completed a item from my Learning Plan, but I am still receiving email reminders about the item, how do I remove the reminders?

Please contact your AgLearn Administrator to have this corrected. Be sure to provide the ID and/or title of the item.

I have completed an item and I would like to review it. It is not in my Learning Plan; how do I view it again?

All completed items are moved to your Learning History. To review the item, find it in your Learning History and click the **Review Online Structure** button. Not all items are reviewable. If this is the case, the **Review Online Structure** button will not appear.

[Back to Top of FAQs](#)

Registering for an Item

Do I need supervisory approval to take a item on AgLearn?

Supervisory approval for items in AgLearn is fairly uncommon, and is dependent on the item in question. You will be prompted by the system when attempting to register for any item or scheduled offering that requires approval. Please check with your AgLearn administrator for specific policies, as they differ from agency to agency.

How do I self-register for an item in AgLearn?

Complete the following steps to self-register for a scheduled offering in AgLearn:

1. Find the item with which the scheduled offering is associated, either through a catalog search, or by opening your Learning Plan if the item has already been placed there. If self-registration has been enabled, there will be a **Register** button in the **Action** column.
2. Click **Register**. All of the available scheduled offerings for that Item will be displayed.
3. Click **View** for additional information about a specific scheduled offering.
4. Click **Register** to register for the scheduled offering.

Can I register for non-USDA training through AgLearn?

Some external providers have integrated their catalogs with AgLearn's. At release time, these were primarily several land grant institutions with personal finance training, and the Graduate School, USDA. Their training will appear in AgLearn, just as internal USDA training does.

Caution: Training available through external, for-profit providers will have costs associated with it! Be sure to check the cost line to verify whether you are viewing free AgLearn-provided training (including online courses for which USDA already owns licenses, such as SkillSoft), or fee-based external training. Training that requires external payment should be sought through your agency's regular channels, most likely through the submission of an SF-182 form. Consult with your supervisor or AgLearn administrator for details on your agency's policies.

[Back to Top of FAQs](#)

SF-182

The SF-182 looks different! Is training available? Are there any job aids available?

From the AgLearn Welcome page, click the link for **The SF-182 Online Interactive Course**. You'll find instruction there on the following tasks:

- Completing the SF-182
- The SF-182 Approval Process
- Verifying the Training Event
- Administrative Tasks Related to the SF-182
- There is also a job aid available for completing the new online form. You can download it here:

<https://aglearn.usda.gov/scorm-content/JobAids/SF182CompletionJobAid.pdf>

How do I submit an SF-182 for approval in AgLearn?

1. Login to AgLearn as a learner.
2. Click the **Learning** tab on the main menu.
3. Click **SF-182 Requests** on the menu below the main menu. A record of your previous SF-182 requests will appear.
4. Click **New Request** at the bottom right of the screen.

The form will already be populated with as much data as AgLearn has in the system for your login account. Complete the rest of the form, and click the **Submit** button at the bottom of the screen.

More detailed instructions on completing SF-182 forms can be found in the **SF-182 Completion Job Aid**, available by clicking **Help** above the main menu.

How do I get an SF-182 form approved in AgLearn?

The approval process will be automatically launched when you submit your request. All of your approvers will be shown in the final screen. You may view their names by clicking the Show All link in the Approvals screen.

How can I check the status of my SF-182 request?

Status is always available by returning to **Learning > SF-182 Requests**. Where your request is in the process will appear in the **Pending Approval Actions** screen.

How do I get credit for external training taken via an SF-182 form?

After all approvals have been obtained and the training date has passed, a Pending Approval Action of **Pending Verification** will appear. Click the **Verify** button to launch

the verification process. Complete the form and click **Submit**. After your supervisor has approved the verification, the course will automatically move to your learning history.

What if I don't get all of my approvals in time for the class?

AgLearn will mark as denied any requests not approved before the class date. Leave sufficient time to obtain the necessary approvals, and stay on top of their status as they work their way through the system. If you become aware of a problem or a delay, notify your supervisor, or AgLearn administrator immediately.

[Back to Top of FAQs](#)

Individual Development Plans (IDP)

How can I submit an IDP through AgLearn?

IDPs can be found by clicking the **Career** tab on the main menu. The resulting screen will show all of your IDPs.

For instructions on how to complete and submit an IDP, see the **AgLearn Learner Reference Guide**, available by clicking **Help** above the main menu.

How are IDPs approved?

When your IDP is ready to be approved by your supervisor, click the **Submit for Approval** button. The IDP will be automatically sent to your supervisor for approval. You may check its status by going back to the main IDP page, by clicking the **Career** tab on the main menu.

[Back to Top of FAQs](#)